

## Consumer Assessment of Healthcare Providers and Systems (CAHPS)\* Survey

Topics	Questions Asked of Adults/Guardians
<b>Getting Care Quickly</b>	<p>In the last six months:</p> <ul style="list-style-type: none"> <li>• When you/your child needed care right away, how often did you/your child get care as soon as you needed?</li> <li>• How often did you/your child get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you/your child needed?</li> </ul>
<b>How Well Doctors Communicate</b>	<p>In the last six months, how often did you or your child's personal doctor:</p> <ul style="list-style-type: none"> <li>• Explain things in a way that was easy to understand?</li> <li>• Listen carefully to you?</li> <li>• Show respect for what you had to say?</li> <li>• Spend enough time with you?</li> </ul>
<b>Shared Decision Making</b>	<p>In the last six months:</p> <ul style="list-style-type: none"> <li>• Did you and a doctor or other health provider talk about the reasons you/your child might want to take a medicine?</li> <li>• Did you and a doctor or other health provider talk about the reasons you/your child might not want to take a medicine?</li> <li>• When you talked about you/your child starting or stopping a prescription medicine, did a doctor or other health provider ask what you thought was best for you/your child?</li> </ul>
<b>Health Promotion and Education</b>	<p>In the last six months, did you and your/your child's doctor or other health provider talk about specific things you could do to prevent illness?</p>
<b>Advising Smokers and Tobacco Users to Quit</b>	<p>In the last six months:</p> <ul style="list-style-type: none"> <li>• How often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?</li> <li>• How often was medication recommended or discussed to assist you with quitting smoking or using tobacco (for example: nicotine gum, patch, nasal spray, inhaler or prescription medication)?</li> <li>• How often did your doctor or health provider discuss or provide methods and strategies (other than medication) to assist you with quitting smoking or using tobacco (for example: telephone help line, individual/group counseling or cessation program)?</li> </ul>
<b>Rating of Health Care</b> <b>Rating of Personal Doctor</b> <b>Rating of Specialist</b>	<p>In the last six months, using any number from 0 to 10, where 0 is the worst and 10 is the best, what number would you use to rate you or your child's:</p> <ul style="list-style-type: none"> <li>• Health care?</li> <li>• Personal doctor?</li> <li>• Specialists seen?</li> </ul>
<b>Coordination of Care (with other doctors)</b>	<p>How often did you or your child's personal doctor seem informed and up to date about the care you got from these doctors or other health care providers?</p>

\*CAHPS is a member satisfaction survey conducted by health plans annually, in the spring of each year. The survey asks consumers and patients to report on and evaluate their experiences with their health care. The questions listed above are important examples.

Results of the survey are submitted to the National Committee of Quality Assurance (NCQA), and scores count towards health plan accreditation and ranking. The Office of Medicaid Policy and Planning (OMPP) also requires MDwise to conduct the CAHPS survey.